

# Matti Hicks

<http://hicksresearch.com>

mattihixx@gmail.com

## Employment

5/2019 – current	<p>Credit Suisse Senior User Researcher Zürich, Switzerland</p> <p>Leading user research to improve digital products across all divisions within the global bank. Mentoring and co-managing the UX Lab.</p>
9/2016 – 3/2019	<p>EF Education First UX Researcher Lucerne, Switzerland</p> <p>Led international research on the product team responsible for transforming the digital future of the global education company.</p>
3/2013 – 08/2016	<p>Novartis Senior UX Researcher Basel, Switzerland</p> <p>Led the research and design of social technology products within an institute focused on drug discovery.</p>
09/2012 – 02/2013	<p>Moving to Switzerland, World Health Organization Writer Geneva, Switzerland</p> <p>Moved to Switzerland and shortly thereafter started writing, editing, and finalizing communications material to the Member States of the United Nations.</p>
03/2010 – 08/2012	<p>Midwife's Ultrasound, Bill &amp; Melinda Gates-sponsored project UX Researcher and Designer Seattle, Washington</p> <p>Researched for and designed an ultrasound device UI for midwives in developing regions, specifically for those working in remote villages. Publications: <a href="http://hicksresearch.com/ultrasound-work/">http://hicksresearch.com/ultrasound-work/</a></p>
06/2011 – 08/2011	<p>Erasmus Studio Research intern Rotterdam, the Netherlands</p> <p>Researched and designed a web-based photo archive that facilitated access to over thirty years of photos from Dutch history textbooks.</p>

07/2009 – 03/2010

University of Washington

Research assistant

Seattle, Washington

Researched student perspectives on engineering education through a four-year study sponsored by the National Science Foundation.

## Education

08/2012

University of Washington, Seattle, Washington, USA

Bachelor of Science, Informatics: Human-Computer Interaction

Bachelor of Arts, Comparative History of Ideas with Honors

3.91/4.00 scale Grade Point Average, *summa cum laude*

2012 Faculty Award for Student Excellence in Informatics

Member of Phi Beta Kappa

## Skills

Research methods: Usability testing, in-depth interviewing, secondary research, surveys, user journeys, expert reviews, heuristic evaluations, personas, jobs-to-be-done

Activities: mentoring, workshops, roadmap co-planning, presenting to executive boards, senior stakeholder management,

Technology: Qualtrics, Typeform, Optimal Workshop, UserTesting.com, Adobe Analytics, Intercom, Sketch, Invision, Trello, Mural, Airtable, Zeplin

Languages: English (native), German (B2), Dutch (A2)